



OUR TEAM RULES

NON-NEGOTIABLES

RULE 1: ALWAYS BE LEARNING

Growth requires learning and effective learning is always applied. Set time aside every month to learn something new and share about what you are learning with others. Let your manager know what areas you would like to improve and take feedback seriously.



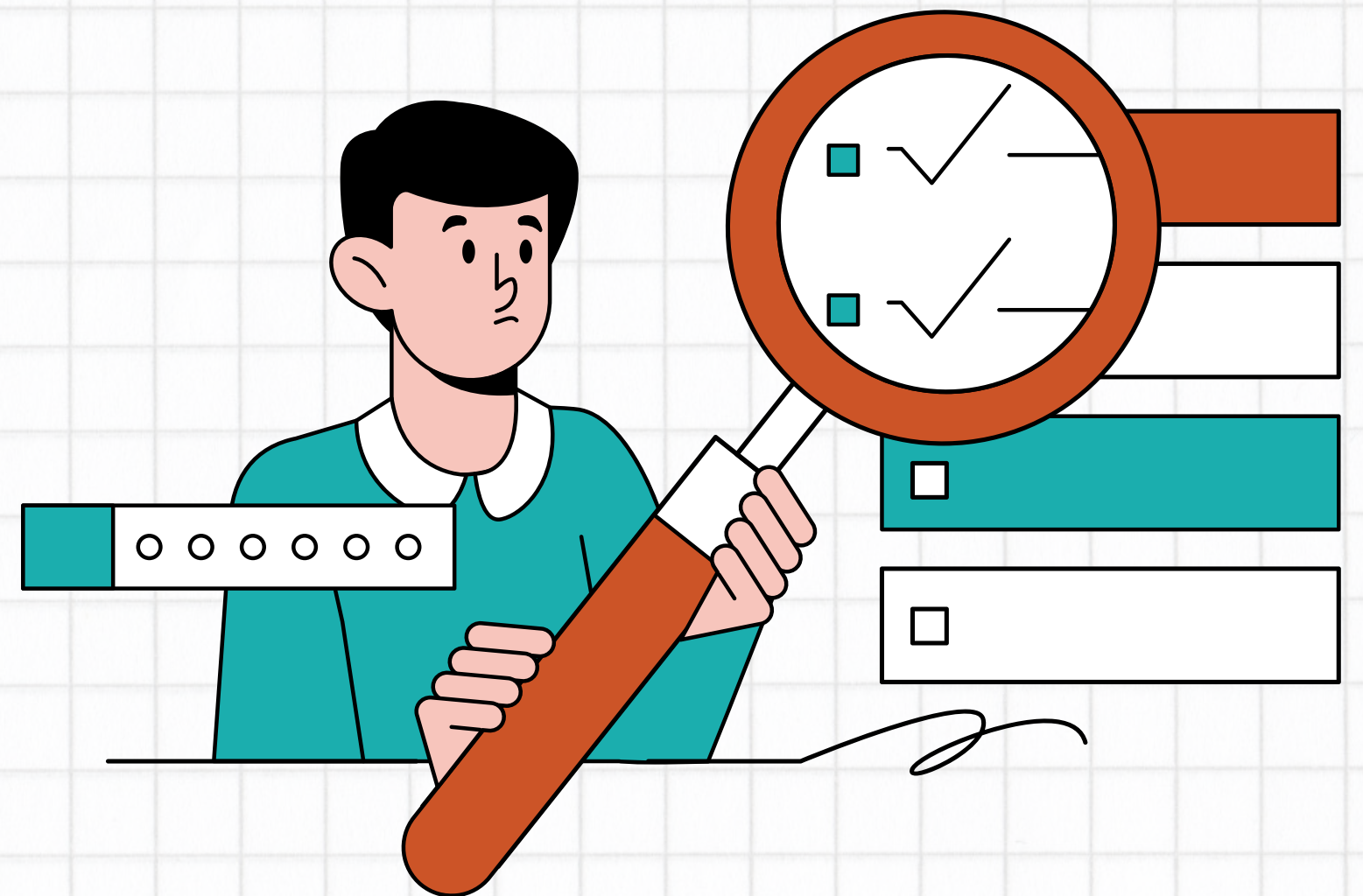
RULE 2: SHOW UP AND BE PRESENT

Show up on time to every meeting and let others know in advance if you are going to be late. Respect people's time by being present, actively listening and showing good eye contact. Give yourself enough time between meetings to prepare for the next meeting. If you make a commitment during the meeting, follow-up, especially if you end up missing some or all of the meeting.



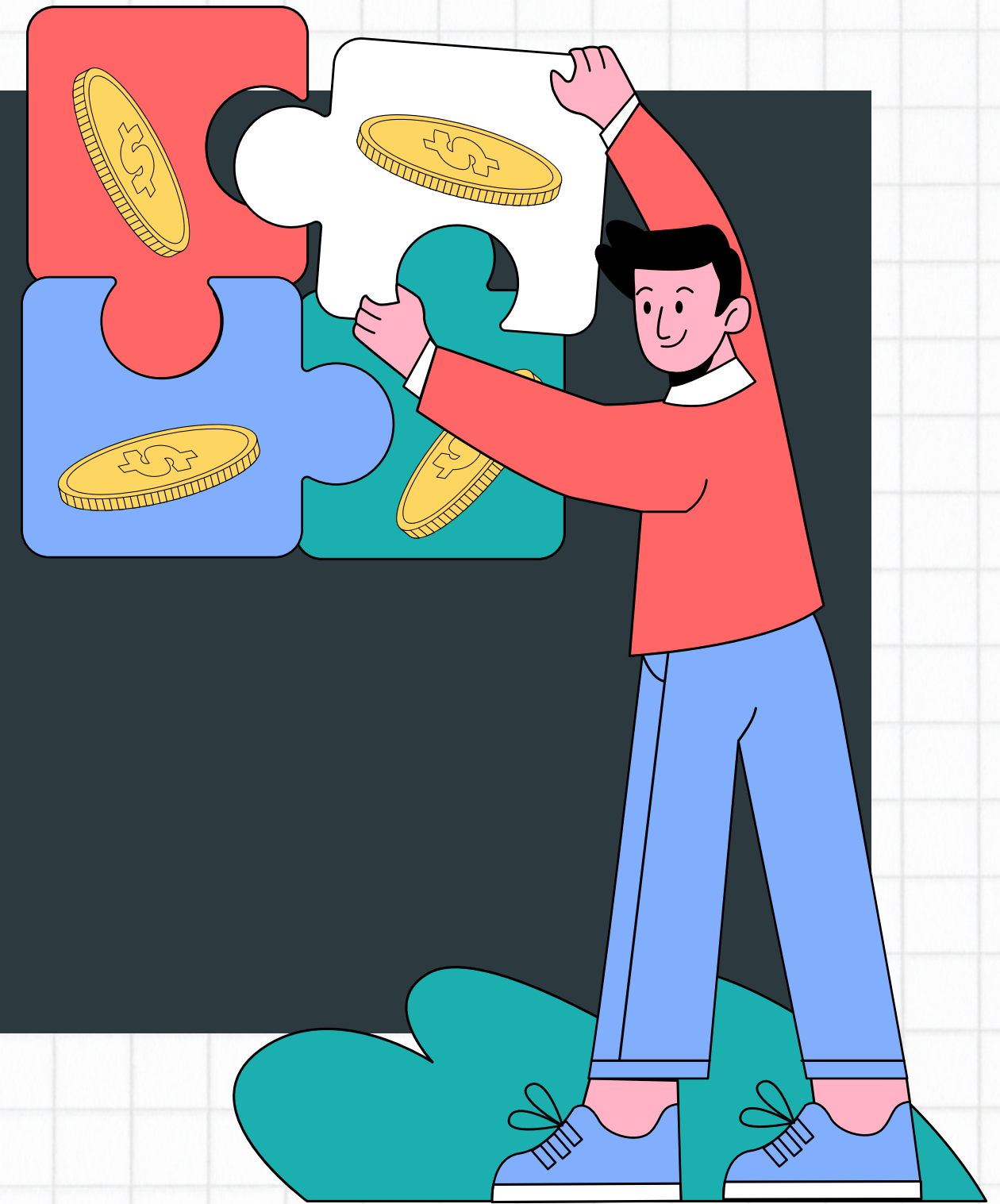
RULE 3: OWN YOUR MISTAKES – DON'T BE AFRAID TO MAKE THEM

Don't be afraid to make mistakes and when you do, own those mistakes and learn from them. Reflect on your mistakes and what changes you can make.



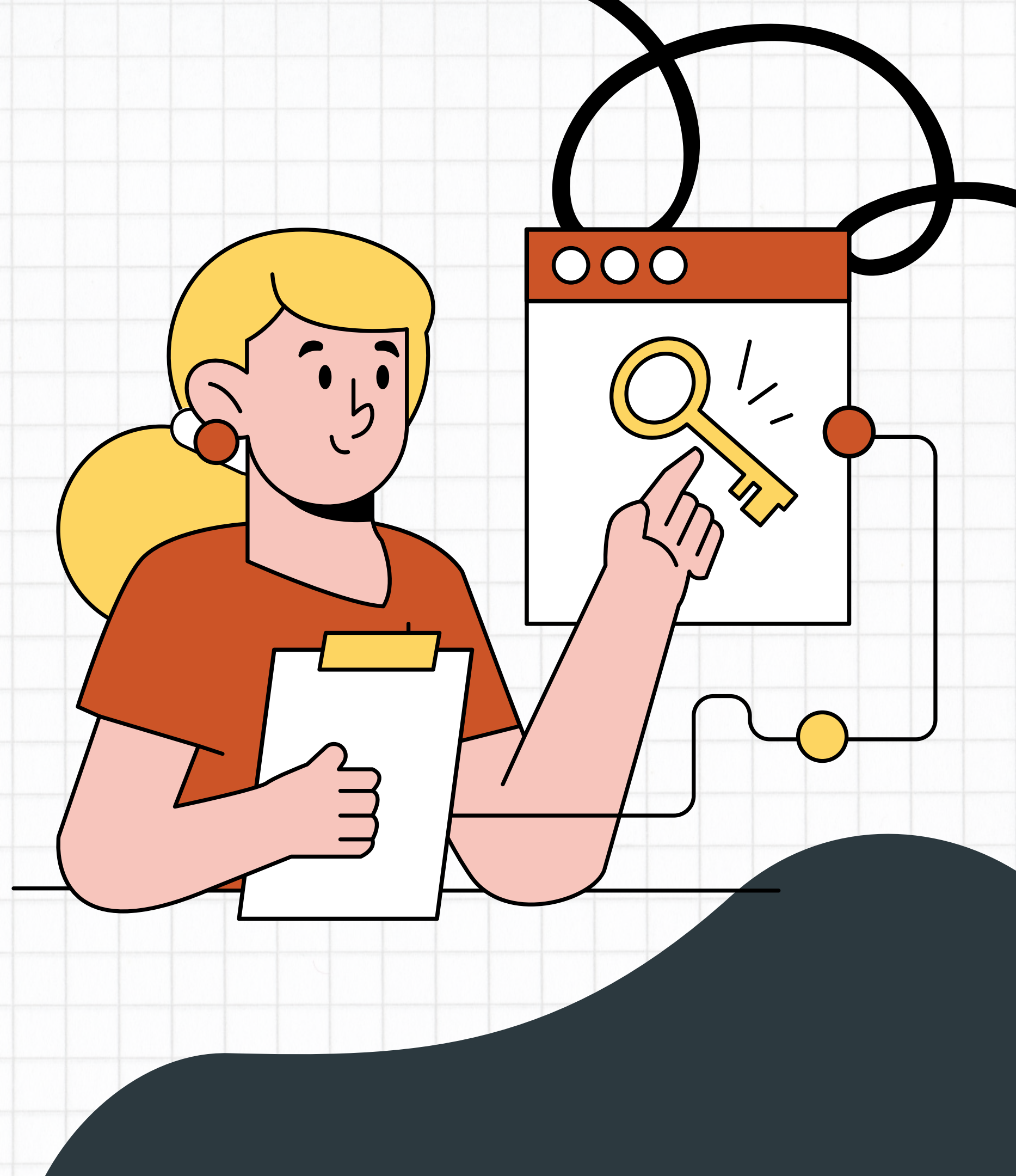
RULE 4: BE A PROBLEM SOLVER

Approach every problem as an opportunity and do not focus on who is to blame. Use the tools and resources at your disposal to help you find a solution first. If throwing someone under the bus is your first instinct, then you are not in problem-solving mode.



RULE 5: SUPPORT EACH OTHER AND OFFER TO HELP

When asking for help, be clear about what you need help with and how urgent the request is. Be proactive with scheduling time from people you desire help from and prepare well for that time so that it is a good use of the other person's time.

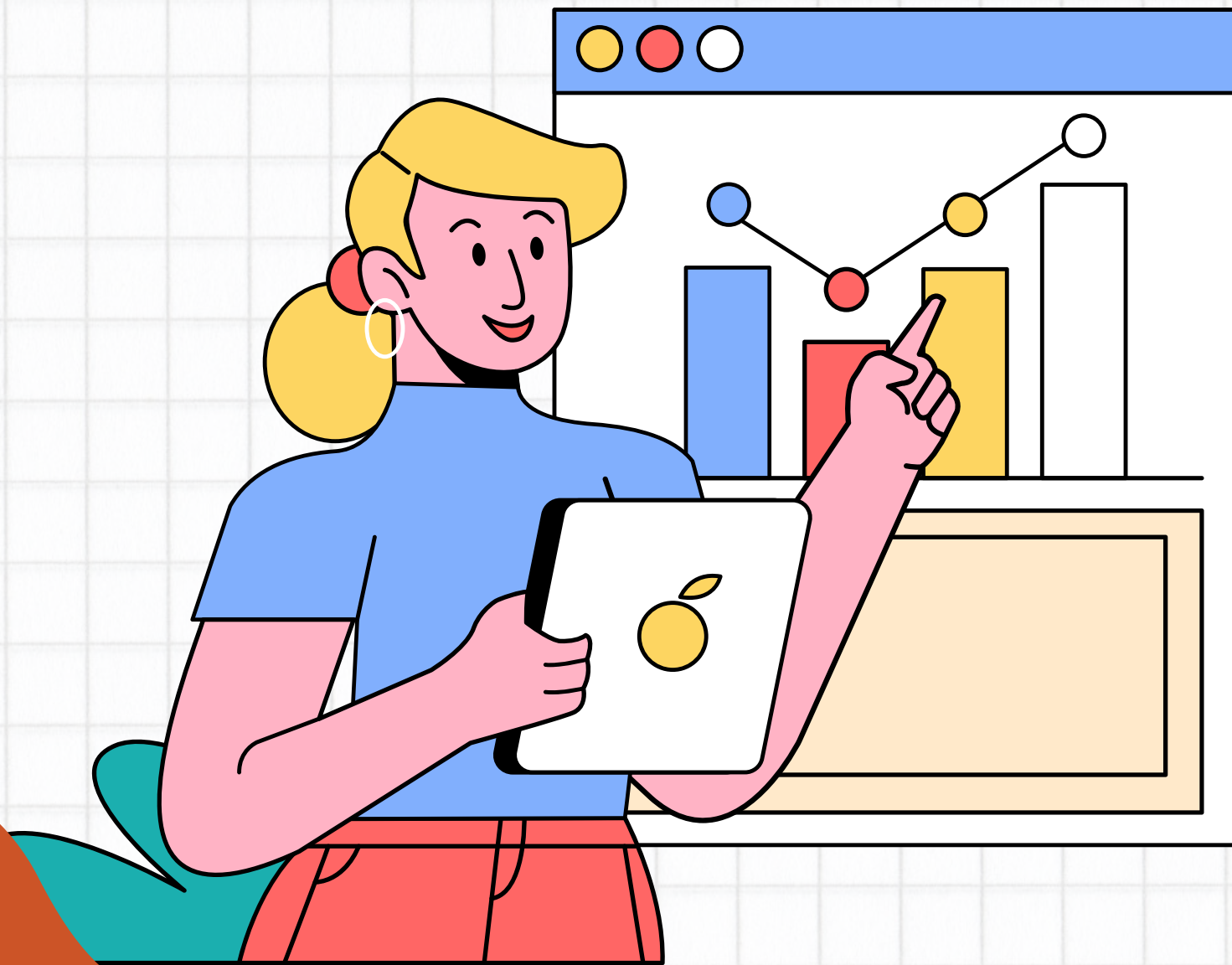


RULE 6: TAKE OWNERSHIP

Be responsible for your work and schedule ahead by planning out your week and month. Set aside time that you need to accomplish long stretches of work and take breaks to keep your productivity strong.



RULE 7: PUT YOURSELF IN THE CUSTOMER'S SHOES – WOW THEM!



We are all busy, especially the entrepreneurs we serve. Think of ways you can “wow” your customer and make their lives easier through the service we provide. Simple and brief is better than long and detailed.

RULE 8: HAVE FUN! - DON'T TAKE YOURSELF TOO SERIOUSLY



Accounting is important - but we're not curing cancer. Let's have fun together serving our customers and take the time to enjoy the relationships you are creating with your coworkers and customers.



RULE 9: KEEP AN OPEN MIND AND OPEN HAND WHEN APPROACHING TASKS, PROJECTS, AND PROBLEMS

I hope you can get useful knowledge from this presentation. Good luck!

Change is a constant in our world and at Reconciled. To remain innovative and competitive, we are constantly adapting and sometimes we fail (see rule #3). Diversity of thought will keep us competitive. We encourage our employees to make suggestions and improvements because that's what makes us better. Be willing to step up and lead the way to make those changes and improvements happen.

